

## Frequently Asked Questions

Below is a list of frequently asked questions regarding our online services. Services available at this time include:

- Filing a sales and use tax return
- Applying for a Sales Tax License
- Adding a location to your existing license
- Paying a license renewal fee

**Please Note:** If your mailing address is outside the United States, you will not be able to use these services.

### **I want to file my return on-line. How do I do that?**

You must first register by creating a new user account. You will be asked to provide some initial information such as your name, phone number, and e-mail address. A 10-digit phone number is required and must be entered without any characters (i.e. no dashes, spaces, periods, etc.). You will also create a User Name and Password. After doing so, you will then be able to log in. Logging in will permit you to file your current return.

### **How do I choose a User Name?**

Choose a user name that is easy for you to remember and that is unique to you or your business. Don't make it so complicated that you will forget it. The User Name is case sensitive, so if you use capital letters when it is created, you will need to use capital letters every time you log in.

### **Are there any requirements for the Password?**

The only requirement is that it must be at least 6 characters. It is recommended that you choose letters and numbers so that your password is not easily guessed by others. The Password is case sensitive, so if you use capital letters when it is created, you will need to use capital letters every time you log in.

### **What happens if I forget my password?**

You can reset it. On the "Home" page of Online Services, there is a link you can click to reset your password. Click on the link and provide the information requested. A new password will be sent to the e-mail address you provided when you registered.

### **What is my Customer ID?**

Your Customer ID is the account number that appears on your City of Colorado Springs Sales Tax License. If you are currently receiving a sales tax return from our office, the Account Number is listed at the top of the form.

**Why do you ask for a mailing zip code?**

This helps to further authenticate your account and to prevent unauthorized users from accessing your information.

**Can I have someone file and pay on my behalf?**

Yes, if you have authorized that individual to do so. They will be required to register and provide the requested information above.

**Why do I have to enter gross and net taxable sales?**

Entering both ensures the information you have entered is mathematically correct. The data may also be used to gather certain statistical reporting information.

**My tax due for the filing period is less than \$1.00 and my payment was rejected when I submitted payment.**

Currently, you must owe at least \$1.00 in sales or use tax before your payment will be accepted. If the amount due is less than \$1.00, you will have to file a paper return.

**I don't owe any tax for the filing period. Can I file online?**

Yes.

**What happens if I make a mistake when I am entering my sales tax return numbers?**

Before submitting your return, you will be asked to verify that the information entered is true and correct. You should re-check your figures at that time. Once submitted and paid, you cannot make changes on-line. If you need to make changes to the information submitted, please contact our office at 719-385-5903.

**I file returns for multiple different customers. Can I use the same user name and password for all accounts?**

No, you must create a username and password for each separate account.

**Can I file amended returns online?**

No, at this time you can only file your current period return.

**I have more than one location in the City. Can I file my consolidated return online?**

Yes.

**What happens if I enter my return information and decide not to pay at that time?**

It is recommended that you pay your return at the time you enter the information so that you don't forget to do so later. However, in the event you need to exit, the information you have entered should still be visible when you log back in. You should not have to re-enter the information.

**Why can't I see my account history?**

That option is not currently available, but we hope to offer that in the future. If you need specific information about your account, please contact our office.

**Does the City of Colorado Springs charge a convenience fee for filing online?**

No.

**I just applied for a sales tax license online. When am I given my account number/Cust ID?**

An account number is assigned once your application has been received in our system. The information you provided online will be reviewed by the sales tax office and when approved, your sales tax license will be sent to the mailing address provided on the application. Your account number is shown on the license. Please allow 2-3 weeks for approval and mailing.